State of California

Employment Training Panel

Training Proposal for:

Ross Engineering Corporation

Agreement Type: Small Business

Agreement Number: ET09-0298

Panel Meeting of: **October 17, 2008**

ETP Regional Office: **San Francisco Bay Area** Analyst: A. Nastari

CONTRACTOR:

- Type of Industry: Manufacturing:
  Priority Industry: ☒ Yes ☐ No
- Contractor's # of Full-Time Employees
  - *California:* 31
  - *Worldwide:* 31
  - *Number to be trained:* 24
- Turnover Rate: 0%
- Repeat Contractor: ☒ Yes ☐ No

CONTRACT:

- Training Project Profile: Priority/Retrainee
- ETP Funding Amount: $17,472
- In Kind Contribution: $15,000
- Average Cost per Trainee: $728
- Post Retention Wage: $15.00
- Health Benefits: N/A
- Occupations to be Trained: Managers; Office Staff; Owners; Production Staff
- Training Menu:
  ☒ Business skills ☐ Literacy skills
  ☐ Commercial skills ☐ Management skills
  ☒ Computer skills ☒ Manufacturing skills
  ☒ Cont. Improvement ☐ Other:
- Range of Hours: 8 - 60 Weighted Average: 28
- Multiple Job Numbers: ☐ Yes ☒ No

- County(ies) Served: Santa Clara
- Union Representation: ☐ Yes ☒ No
- Subcontractor: To Be Determined
- Third Party Services: N/A

INTRODUCTION

Ross Engineering Corporation (Ross) of Campbell designs, manufactures, and tests a wide range of electronic and electro-mechanical high voltage devices, including: relays, Probes, voltmeters, voltage dividers, switches, breakers, controls, energy sources, and safety equipment that are marketed worldwide. Ross products are used for control, measurement, power dissipation and safety applications in high voltage power supplies, lasers, radar, TV, high power communication transmitters, industrial plants and utilities where high voltage or high current is utilized.

Ross's engineers have designed products used by over 2,000 manufacturers, utilities, laboratories, and industrial plants. Customers include: General Electric, Hewlett-Packard, Intel, IBM, Varian, and Raytheon. Many of the products are also used in defense applications. Ross's manufacturing process observes strict military specifications, quality control policy, and the requirements set by ISO 9001:2000 standard. Ross's high voltage calibration and test lab uses the most advanced testing equipment for calibration to National Institute of Standards and Technology and conducts difficult reliability tests on all high voltage devices.

In an effort to meet customers' demands, requirements and a continual commitment to customer satisfaction, Ross became an ISO 9001:2000 certified company in March 2008. In August 2008, the company achieved ISO/IEC 17025:2005 High Voltage Calibration accreditation by The American Association for Laboratory Accreditation (A2LA.) The company attributes the latest ISO Certification achievements primarily to the ETP-funded training delivered through its last Agreement. These certifications have been required by Ross's government contracts and sub-government contractors, as well as private corporations.

The company's previous ETP Agreement included a wide range of training courses which the company thought it would be able to deliver during the term of the Agreement. However, the delivery and implementation of the ISO processes took more time than expected and, therefore, it was not able to deliver all of the training as planned. This proposal addresses the company's training needs that could not be addressed in the prior Agreement.

With the ISO certifications, Ross is now better positioned to meet customers' qualifications and requirements. In preparation for an increase in business demands, Ross must cross-train staff in manufacturing processes which will provide the skills necessary for workers to take on added responsibilities and increase their capabilities. It is the company's goal to create a flexible workforce where workers will be able to move between production processes seamlessly.

Ross is now prepared to create a team environment with workers who will be more equipped to make decisions at the frontline level, rather than depending on management to troubleshoot problems. Training in team building, leadership, and process improvement will promote team concepts.

As a result of the ISO certifications, Ross has come to realize that staff lacks the communication skills necessary for the consistent documentation required by the ISO processes. All ISO processes require that staff keep precise records of process requirements and communication

between internal and external customers. Therefore, the company needs to provide customer communication skills. This, coupled with intermediate and advanced computer skills, will provide staff the tools and skills necessary to clearly track and document information which is necessary to maintain ISO certification.

The training in this proposal does not in any way duplicate the training that was provided in the previous Agreement nor does it displace the company's on-going commitment to training as set out by the initial proposal.

RECOMMENDATION

For the reasons set forth above, staff recommends approval of this proposal because training will assist Ross as it expands manufacturing services globally, while maintaining a California presence.

ACTIVE PROJECTS

The following table summarizes performance by the company under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Average)	No. Completed Training	No. Retained
*ET07-0239	$38,688	12/18/2006 – 9/17/2008	31	25	25

*Ross Engineering expects to earn approximately $16,600 or 43% of its Agreement. The company attributes its lower performance to the fact that the ISO certification training and the implementation processes took longer than expected. The company had to put a large portion of its initial ETP training plan on hold until it achieved the ISO certification. As previously mentioned, ISO certification was not completed until August 2008.